

Minutes: ***Process Standardization Working Group Meeting***

Wednesday, May 17, 2000
Mesa Community & Conference Center - 201 N. Center St. Mesa, Arizona 85201

	<i>Topic</i>	<i>Lead</i>	<i>Outcome</i>	<i>Att.</i>
1	Opening Remarks	Steve Olea	Steve Olea, Acting Assistant Utilities Director, welcomed participants to the meeting and reviewed the agenda. The minutes from the May 3, 2000, meeting were approved with no corrections.	
2	Warm-up and Introductions	Patricia Sorensen	Patricia Sorensen conducted a warm-up exercise through which participants expressed what they got out of the experience of the working group. Participant comments are listed in Attachment 1. A sign-in sheet was circulated. Participants are listed in Attachment 2. Participants introduced themselves.	1,2
3	Review/Formal Approval of 6/15/00 Report	Renee Castillo and Patricia Sorensen	Renee Castillo reviewed the 6/15/00 Process Standardization Working Group report. Nonsubstantive corrections of typos will be made before filing the report. Ms. Sorensen reviewed the voting rules (each organization has 1 vote, and a simple majority is needed for approval). Ms. Sorensen conducted the voting process for approval of the report. There was a discussion about the voting qualifications of K.R. Saline and Excelergy. It was decided that Darrel Pichoff would vote on behalf of Electric District No. 3 and that Excelergy would not have a vote. The report was approved by a vote of 14 in favor, 0 against, and one abstaining. The voting results are in Attachment 3.	3
4	Deliverables for Future PSWG	Patricia Sorensen	Ms. Sorensen assisted the group with an exercise to determine what issues the group wanted to resolve by December 31, 2000. Each participant was to list 3 issues on cards. The issues were grouped into 9 categories. The group then determined the priorities of the issue categories by voting with each organization having 1 vote. The priorities for July-December 2000 were determined to be VEE Rules, Coop Issues, ESP Consolidated Billing, Meter Installation, and CT/PT/VT Ownership. The issues and voting results are in Attachment 4. Coop issues were brainstormed (see Attachment 5).	4,5
5	Process for Future Meetings	Laurie Goggin	Laurie Goggin assisted the group with setting the meeting schedule and times for future meetings. Subgroups were determined. All future meetings will occur once each month, during the third week of the month, from 9:00 a.m.-4:00 p.m. The subgroups will be VEE (Tues. 9:00 a.m.-4:00 p.m.), Metering (Wed. 9 a.m.-4 p.m.), and ESP Consolidated Billing (Thurs. 9:00 a.m.-noon). The Policy subgroup will be absorbed by the PSWG as a whole (Thurs. 1:00 p.m.-4:00 p.m.). Meetings will be held June 20-22, July 18-20, and Aug. 15-17. The schedule will be reevaluated at the end of August. The groups will have the same chairpersons. Between now and June 20, Metering (5/18), VEE (5/25), and Billing (5/24) will meet as scheduled. There will be no more Policy meetings. There will be a PSWG meeting on May 31, from 10 :00 am-noon, in Mesa to discuss Staff's rules "tweaking" package and Staff's report on the PSWG report.	

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6	Methods for Future Meetings	Laurie Goggin	Ms. Goggin led a discussion concerning methods for future meetings. Lunches will be provided by Salt River Project on June 20, Citizens Utilities on June 21, New West Energy on June 22, APS Energy Services on July 20, and Trico Electric Cooperative on August 17. There will be no conference call in June. Conference calls may not be needed for July and August. The May 31 PSWG meeting will be the last meeting that Ms. Goggin and Ms. Sorensen will facilitate. Staff will work with utilities to get facilitators for the PSWG portion of the June meetings. Facilitators will not be needed for the subgroups.	
7	Adjourn	Laurie Goggin	Ms. Goggin adjourned the meeting. The next meeting will be on May 31, 2000.	

WHAT PARTICIPANTS GOT OUT OF THE PSWG EXPERIENCE
JANUARY-JUNE 2000

Standardized forms
Functional working relationships
Cooperation
Sacrifices
Better understanding of UDC tariffs
Know ACC Staff
Appreciation for complexity of issues
Platform processed to move forward
Identified priorities
Better appreciation of differences in utilities' processes
Appreciation of similarity in processes
Appreciation for facilitators
How rules are interpreted differently
Report done by June 15
Optimism risen
Anxious to get things implemented
Anxious about what we still have to accomplish

PARTICIPANTS AT MAY 17, 2000
PROCESS STANDARDIZATION WORKING GROUP MEETING

Name	Organization
Ted Adamczyk	Arizona Electric Power Cooperative
Stacy Aguayo	Arizona Public Service Company
Wendy Brubaker	Excelergy
Marvin Buck	Computer Sciences Corp.
Renee Castillo	Salt River Project
Anne Cobb	Trico Electric Cooperative
Deborah DeVito	Phaser Advanced Metering Services
Deborah Diaz	Tucson Electric Power Company
Caroline Gardiner	Southwest Energy Solutions
Tony Gillooly	Tucson Electric Power Company
Bob Gray	Arizona Corporation Commission Staff
Bud Haas	Citizens Utilities Company
Janet Henry	Phaser Advanced Metering Services
John Kassel	C3 Communications
Barbara Keene	Arizona Corporation Commission Staff
Ken Langford	City of Mesa
Daniel Laos	Arizona Electric Power Cooperative
Paul Michaud	Mohave Electric Cooperative
Rick Molina	Tucson Electric Power Company
Janie Mollon	New West Energy
Paul O'Dair	Navopache Electric Cooperative
Steven Olea	Arizona Corporation Commission Staff
Darrel Pichoff	K.R. Saline & Associates/Electric District No. 3
Shirley Renfroe	Arizona Public Service Company
Bill Rigsby	Arizona Corporation Commission Staff
Jenine Schenk	Arizona Public Service Company
Deborah Scott	Arizona Corporation Commission Staff
Gene Slechta	Systrends
Judy Taylor	Tucson Electric Power Company
Paul Taylor	R.W. Beck
Jack White	Salt River Project
Ray Williamson	Arizona Corporation Commission Staff
Jim Wontor	APS Energy Services

Facilitators = Patricia Sorensen and Laurie Goggin, City of Mesa

VOTING RESULTS-
SHOULD THE 6/15/00 REPORT BE APPROVED?

Organization	Person Voting	Vote
Arizona Public Service	Stacy Aguayo	yes
APS Energy Services	Jim Wontor	yes
Phaser Advanced Metering Services	Deborah DeVito	abstain
Salt River Project	Jack White	yes
Computer Sciences Corp.	Marvin Buck	yes
Mohave Electric Cooperative	Paul Michaud	yes
Navopache Electric Cooperative	Paul O'Dair	yes
Arizona Electric Power Cooperative	Daniel Laos	yes
Citizens Utilities Company	Bud Haas	yes
Electric District No. 3	Darrel Pichoff	yes
Trico Electric Cooperative	Anne Cobb	yes
New West Energy	Janie Mollon	yes
Southwest Energy Solutions	Caroline Gardiner	yes
C3 Communications	John Kassel	yes
Tucson Electric Power	Tony Gillooly	yes

Question for group: *WHAT SPECIFIC ISSUES DOES THE PSWG WANT TO RESOLVE BY DECEMBER 31, 2000?*

ISSUES GROUPED BY CATEGORY

Standardized VEE	Co-ops (Model)	ESP Consolidated Billing	Meter Installation	CT/VT/PT Ownership	Can MSP Work Directly with Customer	DASR	MADEN	UDC Consolidated Billing
VEE rules	Time certain for co-ops to be in full swing (as big 3)	Implement 810-Consolidated Billing	MIRN submits	Metering system defined	MSP/customer interface	DASR	MADEN	Make firm progress on UDC consolidated billing
Meter Reading (VEE & cleanup of AZ 867)	To develop a standardized process that will accommodate the cooperative model as well as the I.O.U. model	Finalize ESP Consolidated Billing	Complete processes that affect metering standardized forms	Address CT/VT issue	MSP allowed to market to the end-use customer	Initiate DASR group to deal with inconsistent requirements	MADEN process for billing exceptions	UDC consolidated billing
VEE issues			Meter installation scheduling	Implementation of CT/VT ownership changes			Standardize MADEN	Finalize 810 transaction
Standardized EDI reporting				Who owns CTs and PTs (VTs)			MADEN processes standardized	Complete 810 standardization
Standardized detailed VEE rules			Meter processes-ESP to ESP and ESP to UDC	CT/VT ownership			Complete MADEN process	
Modification of VEE rules				CT/VT ownership			Clearly define process for resolving problems with data/meters/bills	

Other issues, not in categories:

Draft 650 implementation guide; Continue standardizing direct access processes/forms; Compile AZ metering handbook; Detail review of rules and recommend updates; Standardize cancel/rebill; Resolve current high and medium priority issues; Standard dispute resolution process; Begin settlement process standardization; Achieve market consistency; Use forms in EDI format; Relax supplier customer bill content requirements; Performance monitoring and how to enforce it; Liability issues "set" for ESP/UDC/MRSP/MSP; Who is responsible for verifying class 3 metermen meet qualifications

VOTING RESULTS

Category	Number of Votes in Favor of Category
Standardized VEE	6
Co-ops (model)	4
ESP Consolidated Billing	2
Meter Installation	2
CT/VT/PT Ownership	1
Can MSP Work Directly with Customer	0
DASR	0
MADEN	0
UDC Consolidated Billing	0

Attachment 5 - Process Standardization Working Group

CO-OP ISSUES

Are co-ops allowed exceptions to ACC rules

Can we have 2 models (larger IOU, smaller co-ops)

What is the co-op model

Will current co-op customer pay for direct access

Agenda: **Process Standardization Workgroup Meeting**

Wednesday, May 31, 2000 – Mesa Community & Conference Center - 201 N. Center St. Mesa, Arizona 85201
Apache Conference Room (Rendezvous Center)
9:30 a.m. to 2:30 p.m.

	Topic	Lead	Anticipated Outcome	Att.
1	Welcome, Review of Agenda and Approval of Minutes 9:30 a.m.	Deb Scott	Ms. Scott will give opening remarks, review agenda and approve minutes from May 17, 2000, PSWG Meeting.	
2	Review and Revisions to PSWG Operating Procedures and Ground Rules <ul style="list-style-type: none"> Facilitators from UDC's discussion 9:35 a.m.	Laurie Goggin & Trisha Sorensen	Facilitators will review PSWG Ground Rules and ask for feedback from Committee for suggested changes to Operating Procedures and Ground Rules. They will also facilitate a discussion about the use of UDC facilitator resources for the next 3 PSWG meeting.	
3	ACC Staff Response to the PSWG Report 10:10 a.m.	Deb Scott	ACC Staff will provide their input and comments regarding the content of the 6/15/00 PSWG Report.	
4	ACC Rule "Tweaking" Package <ul style="list-style-type: none"> Discussion and Feedback 10:35 a.m.	Deb Scott, Laurie Goggin and Trisha Sorensen	Ms. Scott and the Facilitators will distribute a package of comments received by the ACC in regards to the ACC Rule "Tweaking" package. They will solicit feedback and discussion of the package.	
5	Lunch 11:45 a.m.			
6	ACC Rule "Tweaking" Package <ul style="list-style-type: none"> Discussion and Feedback 12:30		Further discussion and feedback on the ACC Rule "Tweaking" package.	
7	Discussion and final resolution of Issue #65 <ul style="list-style-type: none"> What is the current status? (UDC current processes) What is the Proposal? (UDC – ESP Proposal PSWG Metering Issue #65) Is there a counter proposal? Discussion/Resolution/Next Steps 1:30 p.m.	UDC's Renee Castillo Facilitators	The Facilitators will lead a discussion and possible resolution to Issue #65.	UDC – ESP Proposal
8	<ul style="list-style-type: none"> Review Agendas for the June Subcommittee meetings 2:15 p.m.	Chairs	Each Chairperson will discuss proposed agendas for the June subcommittee meetings.	
9	Adjourn 2:25 p.m.	Deb Scott		